

Transcript: VICTORIA

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card, this is Victoria. How can I help you? Hi. Hi. Hey. How can I help you? Yeah, I received this message. A... it tell me to call. Okay. What's the name of the, uh, staffing agency you work through? Uh, Sanjidelly. No ma'am, what's the name of the staffing agency you work through? The... Huh? Huh. Huh? What is the name of the staffing a- the staffing agency you work through? Crown. Crown. Crown? Crown. Crown. Oh, okay. And the last four of your Social? 226- 2260. Okay. And your first and last name? Sanja. That's my- Okay, Sandra for the first name. Yes, that's me. Yeah. What's your last name? Delly. Okay. Do you mind verifying your address and date of birth? Yes. She's trying to get that one. Uh, I- my address 4770 Glastonbury Court. And that's in Annapolis, Indiana, 46237? Yes. That's it. Yeah. Your date of birth? 20- 20- 04-22-1973. Okay. And phone number 516-474-3372. 3372, yes. And then email is S-A-N-J-I-D-E-L-L-Y@Gmail.com? Yes. Yeah. Yeah, okay. Yeah. Okay. So we at medical insurance for Crown Services, and I know they will automatically enroll you into one of the medical plans unless you opt out beforehand. Mm-hmm. Yes. Okay. Are you wanting to opt out of the medical benefits? Yes. Hmm? Yeah. Okay, so you do want to decline. Okay. Say that again. I'm sorry? Say it, again. Do you want to decline the medical insurance that they offer? No. Okay, so you don't want to decline. She's got voice notes. Hello? We out of... Hi. So, uh, I just want to make sure you're understanding. This is for the medical insurance that Crown Services offers. Mm-hmm. They will automatically enroll you into one of the medical plans they offer unless you opt out beforehand. Uh-huh. Okay. So are you wanting to decline the benefits? No. Okay. Do you want to get enrolled? Hmm? Yes. I want to. Okay. So there's a few different plans to choose from. Are you just wanting the one that they automatically enroll you into or what specific plan do you want? That one? No, she wants that one. Uh... Want to go with that one? No. Um, I don't have any of these. That one? That one? Which one? I'm- I'm not understanding. I call you later. I'm sorry? I- I call you later. Okay, that's fine. Perfect. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits on a Card, this is Victoria. How can I help you?

Speaker speaker_2: Hi.

Speaker speaker_1: Hi.

Speaker speaker_2: Hey.

Speaker speaker_1: How can I help you?

Speaker speaker_2: Yeah, I received this message. A... it tell me to call.

Speaker speaker_1: Okay. What's the name of the, uh, staffing agency you work through?

Speaker speaker_2: Uh, Sanjidelly.

Speaker speaker_1: No ma'am, what's the name of the staffing agency you work through?

Speaker speaker_2: The... Huh?

Speaker speaker_3: Huh.

Speaker speaker_2: Huh?

Speaker speaker_1: What is the name of the staffing a- the staffing agency you work through?

Speaker speaker_3: Crown. Crown.

Speaker speaker_2: Crown?

Speaker speaker_3: Crown.

Speaker speaker_2: Crown.

Speaker speaker_1: Oh, okay. And the last four of your Social?

Speaker speaker_2: 226- 2260.

Speaker speaker_1: Okay. And your first and last name?

Speaker speaker_2: Sanja. That's my-

Speaker speaker_1: Okay, Sandra for the first name.

Speaker speaker_3: Yes, that's me. Yeah.

Speaker speaker_1: What's your last name?

Speaker speaker_2: Delly.

Speaker speaker_1: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_2: Yes.

Speaker speaker_3: She's trying to get that one.

Speaker speaker_2: Uh, I- my address 4770 Glastonbury Court.

Speaker speaker_1: And that's in Annapolis, Indiana, 46237?

Speaker speaker_2: Yes.

Speaker speaker_3: That's it. Yeah.

Speaker speaker_1: Your date of birth?

Speaker speaker_2: 20- 20- 04-22-1973.

Speaker speaker_3: Okay.

Speaker speaker_1: And phone number 516-474-3372.

Speaker speaker_2: 3372, yes.

Speaker speaker_1: And then email is S-A-N-J-I-D-E-L-L-Y@Gmail.com?

Speaker speaker_2: Yes. Yeah.

Speaker speaker_3: Yeah, okay. Yeah.

Speaker speaker_1: Okay. So we at medical insurance for Crown Services, and I know they will automatically enroll you into one of the medical plans unless you opt out beforehand.

Speaker speaker_2: Mm-hmm.

Speaker speaker_3: Yes.

Speaker speaker_2: Okay.

Speaker speaker_1: Are you wanting to opt out of the medical benefits?

Speaker speaker_2: Yes. Hmm? Yeah.

Speaker speaker_1: Okay, so you do want to decline.

Speaker speaker_2: Okay. Say that again.

Speaker speaker_1: I'm sorry?

Speaker speaker_2: Say it, again.

Speaker speaker_1: Do you want to decline the medical insurance that they offer?

Speaker speaker_2: No.

Speaker speaker_1: Okay, so you don't want to decline.

Speaker speaker_3: She's got voice notes.

Speaker speaker_1: Hello?

Speaker speaker_2: We out of...

Speaker speaker_1: Hi. So, uh, I just want to make sure you're understanding. This is for the medical insurance that Crown Services offers.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: They will automatically enroll you into one of the medical plans they offer unless you opt out beforehand.

Speaker speaker_2: Uh-huh. Okay.

Speaker speaker_1: So are you wanting to decline the benefits?

Speaker speaker_2: No.

Speaker speaker_1: Okay. Do you want to get enrolled?

Speaker speaker_2: Hmm? Yes. I want to.

Speaker speaker_1: Okay. So there's a few different plans to choose from. Are you just wanting the one that they automatically enroll you into or what specific plan do you want?

Speaker speaker_2: That one?

Speaker speaker_3: No, she wants that one. Uh... Want to go with that one? No.

Speaker speaker_2: Um, I don't have any of these.

Speaker speaker_3: That one? That one?

Speaker speaker_1: Which one? I'm- I'm not understanding.

Speaker speaker_2: I call you later.

Speaker speaker_1: I'm sorry?

Speaker speaker_2: I- I call you later.

Speaker speaker_1: Okay, that's fine.

Speaker speaker_2: Perfect.

Speaker speaker_1: Thank you. Bye-bye.